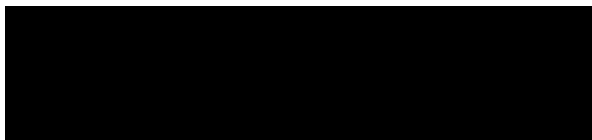


Date of Issue/Rev: 2014-03-26 Rev – No: 1 Full Document Code: TUI C – FOM –03.04.03.05.(E)	TUI CRUISES Fleet Operation Manual	DOC TYPE: CHAPTER:	JOB DESCRIPTION BAR MANAGEMENT
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Area: 03.04.03.BAR
Subject: JOB DESCRIPTION
SENIOR BARKEEPER
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Position: Senior Barkeeper

Department: Hotel/Bar

Rank: Crew

Department Head: Bar Manager

Immediate superior on board: Barchef

1. Responsibility

- (1) Strict compliance with safety, environmental and hygiene regulations (PH / ShipSan, ISM, ISO & SQM, TUI C service standards
- (2) Knowledge of the assigned safety role number on the muster roll and the special tasks in case of emergency
- (3) Compliance the internal onboard rules and regulations
- (4) Responsible for the smooth running in the work area
- (5) Compliance with the Quality standards in area of responsibility
- (6) Active implementation of product philosophy
- (7) Careful handling of Company properties and maintenance of work materials and tools. In case of negligence, the job holder is liable.
- (8) Has to work closely with the direct supervisor, including regular reporting of conflicts and disturbances in workflow
- (9) Participation in special tasks such as Luggage service, ship supply, in case of increasing the OPP level etc.
- (10) As part of shipyard stays and pre-opening, additionally non-function-specific tasks hast to be done as directed
- (11) The authority to instruct the employees in the area of responsibility (see organizational chart)
- (12) Supervision, organization, instruction and training subordinate / assimilated employees with appropriate documentation as required
- (13) Properly stow and store of goods and equipment according to the highest safety standard level
- (14) To maintain logs and checklists in accordance with the company specifications
- (15) To carry out cleaning and cleaning works
- (16) In special cases also more flexible use in other service areas
- (17) To carry out inventories in the area of responsibility
- (18) Implementation of special events (actions, “Fühschoppen”, etc.)
- (19) Perform routine tasks such as setting up and dismantling activities in the area of responsibility, and the proper stowing of goods and equipment to the highest level of safety standard
- (20) Production, including service of all bar drinks in accordance with all required standards in the work area
- (21) Take over and control of the deliveries in the bar area

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Area: 03.04.03.BAR
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- (22) Supervision, organization, instruction and training subordinate / assimilated employees with appropriate documentation as required
- (23) Take over complaints from passengers and providing immediate assistance if needed and reporting the complaints to the next superior
- (24) Assist to the food-, beverage- and hotel store order in the area of responsibility

2. Qualification / Job experience

- (1) Qualified training in an hotel or restaurant
- (2) At least 1 year of job experience as Bar Tender or Barkeeper, if possible on board a cruise vessel
- (3) Economical and budget orientated thinking
- (4) Very good product knowledge of the bar beverages including the associated calculations
- (5) Good product knowledge of the Wine
- (6) Save in budget related work
- (7) Good knowledge in written and spoken German (min. Berlitz Level 4)
- (8) Good knowledge in written and spoken English
- (9) High service commitment to passengers
- (10) Very good computer skills (MS Office, FIDELIO MMS, POS system Rescom or similar systems)
- (11) Very good educational background

3. Personal requirements

- (1) Minimum age 20 years
- (2) Leadership skills, authority, flexibility and organizational skills
- (3) Integrity
- (4) Safe and confident appearance, good manners
- (5) Cost and quality awareness
- (6) Communication skills
- (7) Teamplayer
- (8) Ability to work under pressure
- (9) Ability to motivate employees
- (10) Very well groomed appearance

4. Area of responsibility

- (1) Responsible and entitled to make decisions for all employment and service operations in the assigned bar area

5. Proxy

Another Senior Barkeeper or Barkeeper